

CUSTOMER ENGAGEMENT AND COMMUNITY DEVELOPMENT UPDATE

Report of the Head of Housing Management & Housing Options

1. SUMMARY

This report updates the Operational Board on the further progress of the changes made to Customer Engagement and Community Development. In particular, work that the team is leading on around Hate Crime Events and Volunteering Celebration.

2. RECOMMENDATION

The Operational Board is asked to note the report.

3. MATTER FOR CONSIDERATION

3.1 Hate Crime Community Development Officer - Projects

Derby Homes is a member of the Derby & Derbyshire Strategic Hate Crime Steering Group.

3.2 The Office of the Police Crime Commissioner (OPCC), responsible for commissioning of Hate Crime Services, has identified Derby Homes as the preferred partner to host and deliver a 12 month fixed term grant funded by the PCC post of a Hate Crime Community Development Officer.

3.3 We are now delivering a wide variety of outcomes relating to our project plan. This includes a week long programme with a key event on the Thursday 16 June at the Quad Derby, which represents a key moment in tackling hate crime for the County and the City. There will be a chance to speak to the experts and representatives on hate crime under one roof, including Sylvia Lancaster, a key, national figure in the campaign against it.

3.4 The Derby and Derbyshire Tackling Hate Crime Together events are being hosted by Derby Homes in partnership with the Office of the Police and Crime Commissioner and the Sophie Lancaster Foundation. These have been organised to raise the profile of hate crime and to showcase the work being delivered across a number of partner agencies in Derby and Derbyshire to tackle hate crime.

3.5 Hate Crime is a very real issue and sadly has even made local news over the last few days of writing this report. The issue is very much in the public interest, making the activities of the local authorities, Police and the OPCC very timely.

- 3.6 The schedule of events for the week are as follows:

Tuesday 14 June 2016

Sylvia Lancaster OBE - Training 15 Safeguarding leads from the secondary schools within Derby City, including representatives from Enthusiasm, Mash Up and Derbyshire County Cricket at the Council House. A Hate Crime Practitioners Network session at the Mayors reception with attendees of the training and the Hate Crime Practitioner Network.

Wednesday 15 June

A Fundraiser Gig/Social event for the Sophie Lancaster Foundation at The Hairy Dog, Derby.

Thursday 16 June

Screening of 'Black Roses – The Killing of Sophie Lancaster' at Landau Forte College, followed by a question and answer session with Sylvia Lancaster OBE, Cllr Afzal, Cllr Russell, and Assistant Chief Constable Bill McWilliam CBE, followed by Derby and Derbyshire Tackling Hate Crime Together. Derby Homes is facilitating the event in partnership with the Sophie Lancaster Foundation, the Office of the Police and Crime Commissioner, Derby City Council and Derbyshire County Council.

A free public Screening of Black Roses with Q&A from Sylvia Lancaster
Derby Quad, 6:30pm

3.7 **Derby Homes Volunteer Celebration**

Derby Homes currently has up to 100 tenant volunteers, carrying out a variety of events in our community rooms. Volunteering is a gift of someone's time and it's vital we give support, training, mentoring and show appreciation. Showcasing this commitment and acknowledging their skills evidences that Derby Homes cares and takes their contribution seriously.

- 3.8 The Customer Engagement and Community Development Team promote these volunteers by way of the Derby Home's Volunteer Tree in The Hub and through our social media platforms. We have gathered quotes from many of the volunteers as to why they volunteer. These quotes will be used to create a volunteer publication for distribution throughout the City. It is hoped that this publication will both inspire current volunteers and encourage more to contribute to their communities.

- 3.9 To recognise and celebrate the work that our tenants and staff do in their community we are holding a Volunteer Celebration Event on 8 June 2016, during National Volunteer's week. This will become an annual event and will include a buffet lunch, an awards ceremony, presentation of certificates for volunteers along with entertainment & activities. Invitations have gone out to 90 people.

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: None